

OpenVoice tips

Set up your account

Accounts are managed by the Divisions of Family Practice provincial office. Once an account is set up, you will receive an email notification. If you have an existing GoToMeeting account, OpenVoice can be added to that account and you will receive an email notification.

You do not have to log into the website to schedule, conduct or control a conference call. However, there are additional feature you can use if you log in:

- web controls for audio
- hand-raising
- usage reporting
- web based scheduling
- recording

Invite Attendees

Send attendees the access phone number and conference room number.

Start a Call

1. Using your phone, dial in using your toll-free number.
2. Once you are connected to the conference, you will be asked to enter the Conference Room number followed by the pound (#) key.
3. Once you enter of the conference number, you will be asked to confirm if you're the organizer by pressing the star (*) key.
4. Enter your Organizer PIN followed by the pound (#) key.

Optional

1. If you have chosen to set a security code for all your conference calls, you will be prompted to enter a security code (4-20 digits) followed by the pound (#) key.
2. Once you enter your security code, press 1 on your keypad to confirm to begin your conference.

Advanced Features

You do not have to log into the website to schedule, conduct or control a conference call. However, there are additional feature you can use if you log in:

- web controls for audio
- hand-raising
- usage reporting
- web based scheduling
- recording

During a meeting

Organizer Commands	Details
* 1	Obtain a list of commands.
* 2	Mute or unmute your own line.
* 5	Hear the number of attendees.
* 6	Lock or unlock the conference so that additional attendees may not join.
	Start or stop the conference recording.
* 7	<ul style="list-style-type: none">• Press * 7 and then 1 to start recording.• Pressing * 7 and then 1 again, to stop recording the conference.
	Mute or unmute all lines except for the host's and enable hand-raising.
* 8	<ul style="list-style-type: none">• Pressing * 8 the first time puts the conference in lecture mode but participants can still unmute themselves.• Pressing * 8 the second time puts the conference in lecture mode and participants cannot unmute themselves.• Pressing * 8 the third time turns off Lecture Mode.
# 1	Entry/Exit beeps on or off.
# 2	Allow conference to continue after the organizer hangs up.
# 3	Roll call of participants (if enabled)

Audio Troubleshooting

Why is there an echo / poor audio quality?

Echoes and poor audio quality are often caused by background noise, cell phones, and speaker phones. Identify where the echo is coming from by muting all participants, then unmuting one by one. Ask that individual to mute themselves when they are not speaking.

If I am experiencing problems with my conference call who should I contact?

Please contact the Citrix [Global Customer Support](#) for assistance immediately or within 24 hours of your conference call. The following information will be needed to properly troubleshoot your issue:

- Organizer Username
- Date/ time (indicate timezone) of your call
- Conference Room ID
- What number you and your attendees are dialed into (depending on who is having the issue)
- What number you and your attendees are called from (depending on who is having the issue)
- Specify if you are calling from a cellphone, VoIP or landline number
- Description of the issue and any other pertinent information that will help determine the cause of your problem